

FARMINGTON POLICE DEPARTMENT

POLICY AND PROCEDURE



Policy Number:
381-01

Effective Date:
09/28/2016

Subject:
Communications

Approved by:

A handwritten signature in black ink, appearing to read "S.D. Hebbe".

Steven D. Hebbe, Chief of Police



PURPOSE:

To establish guidelines to satisfy the immediate information needs of the Police Department in the course of normal daily activities and during emergencies.

POLICY:

It is the policy of the Farmington Police Department to participate in continuous 24-hour communications between the Department and on-duty personnel, persons requesting police service, other agencies, and electronic police information.

PROCEDURE:

Administration:

The communications for the Farmington Police Department is provided by the San Juan County Communications Authority (Communication Center). The Communication Center provides emergency communication services within San Juan County and is headed by a Communications Director who answers to a Board of Directors.

The Chief of Police or designee is the Department's representative on the Board of Directors. The Board of Directors is responsible for reviewing policy matters and for the management of the San Juan County Communications Authority. The Communication Center operates within compliance of all applicable law enforcement accreditation standards pursuant to the San Juan County Communication Authority Standard Operating Procedures manual.

Communications Center Operations:

The Communications Center provides emergency dispatch communication services to include:

1. Two way radio communications on a 24 hour, seven day a week basis;
2. Telephone communications on a 24 hour, seven day a week basis;
3. Teletype and automated data communications.

The Communication Center provides 24 hour, toll free telephone access for emergency calls for service. The single emergency telephone number for the Communications Center is 911.

The Communications Center telephone system is designed to separate emergency from non-emergency calls. The wireless 911 number has 10 lines available, 2 of which are from Farmington and 8 from Aztec. There are also four wireless numbers from Aztec. Separate phone lines are maintained for administrative and non-emergency use.

The Communications Center maintains the capability of immediate playback of recorded telephone and radio conversations.

All telephone conversations and Department radio transmissions are recorded and maintained for three (3) years, per NMAC 1.19.8.813 and NMAC 1.19.8.815. Recordings are obtained by the use of multi-channel 24 hour recording equipment that is located and maintained at the Communications Center.

Any request for a copy of a recorded telephone or radio transmission must be made through authorized Department personnel. Procedures for reviewing recorded conversations are established by the Communications Center. If immediate review is vital to a particular investigation or emergency, a shift supervisor may directly contact the on-duty Communications Center Supervisor to arrange for the immediate review of the recorded radio traffic or telephone conversation. However, no copies are made without previous authorization.

Communications Center Supervisors are responsible for making tapes and ensuring master tapes are not erased prematurely or inadvertently. No re-recording of preserved, recorded material may leave the premise without being properly logged and approved by the Communications Center's Administration.

The Communications Center is responsible for restricting access to master tapes, master tape recording and copying equipment.

The Department has access to local, state and federal criminal justice systems by means of National Law Enforcement Teletype Systems (NLETS), National Crime Information Center (NCIC) and the Computer Aided Dispatch System (CAD).

The Communication Centers Telecommunicators have immediate and direct access to the following Department resources:

1. Department supervisors;
2. Duty roster of shift personnel;
3. Home phone numbers for all Department personnel;
4. Cell phone numbers for Department personnel issued cell phones.

Various services, external to the Department, may be required on a regular or occasional basis. Such services include the following:

1. Requests for fire department and ambulance services;

2. Helicopter, environmental, and disaster services where a request is initiated by a Department Supervisor and the Telecommunicator will refer to other Communications Center documents to determine the procedure to follow;
3. A general service resource directory is maintained at the Department in the office of the Terminal Agency Coordinator (TAC). Phone numbers for taxis, authorized towing services etc., are available through the Communication Center;
4. Emergency service request calls that are received at the Department are routed to the Communication Center.

A listing of telephone numbers of emergency service agencies is available to the Communications Center personnel both through hard copy and through the CAD system for easy access.

Emergency calls that are received at the Communications Center from outside its jurisdiction will be governed by Communications Center directives.

When calls for service are received at the Communications Center, information is recorded via the CAD system to include:

1. Date and time of request;
2. Name and address of complainant (when obtained);
3. Type of incident reported;
4. Location of incident reported;
5. Pertinent information regarding the request;
6. Time of dispatch;
7. Time of officer arrival;
8. Time of officer return to service;
9. Disposition or status of reported incidents.

All of the above information is entered into CAD on what is commonly known as a CAD card, which is a computer display of the call for service and all information pertaining to that call. This is also referred to as a CAD entry/incident record.

The CAD system automatically assigns a sequential incident number for each call for service received. These numbers range from 1-999999. At the request of the officer, the incident number is assigned as a case number when an offense report is to be written.

The CAD system records all status changes made by officers in the field. Computer recorded status changes include but are not limited to:

1. (A) Available;
2. (B) Busy (includes a comments field);
3. (DP) Dispatched to a call;
4. (E) Enroute to call;
5. (S) On scene of call;
6. (K) Status available/scene;
7. (O) Out of Service;
8. (OV) On-View;
9. (T) Traffic Stop;
10. (P) Parking Violation;
11. (PU) Purge Unit.

The CAD system identifies the backup officers assigned to assist primary officers on dispatched calls for police service.

Officer status indicators are readily available to the Communications Center Telecommunicators by means of the CAD system. Status changes are automatically recorded and are easily accessible to Communications Center personnel, as well as to the monitor located within the Police Department.

While a CAD card is open, any assigned assist or backup officer's status is logged by the Telecommunicator so that it is displayed on the CAD incident history printout.

The Communications Center Telecommunicators are instructed to elicit as much information as possible from callers for officer safety purposes and to assist in anticipating conditions that may be encountered at the scene. Procedures for obtaining this information are identified in the Communications Center operations manual.

Communications Center personnel have access to operations manuals that identify procedures for performing telephone, radio, teletype and automated data communications duties.

Communications Center personnel receive certified training in the job performance requirements of their communications duties.

Tactical Dispatching plans have been devised for system wide use by the Communications Center and are in the Standard Operating Procedures book and the FPD Critical Policy and Procedures Manual.

The Communications Center assists in the delivery of emergency messages upon request from other agencies or outside official sources. These requests are routed to the proper department for appropriate action.

When a citizen contacts the Department regarding an emergency message, they will be directed to the Communications Center. No message is delivered that cannot be verified via telephone or teletype with an outside agency.

The Farmington Police Department, in cooperation with the San Juan County Communications Authority, will provide information on victim/witness assistance in the case of a time delay between victimization and preliminary investigation. Information on available assistance is accessible to victims and witnesses by means of the communications center (dispatch). By contacting dispatch, the caller may obtain the following 24 hours daily:

1. Information necessary to establish if the caller requires an emergency or non-emergency response;
2. Service available through the Farmington Police Department;
3. Provide information concerning victim/witness referral services or by referring them to the Victim/Witness Program through the San Juan County District Attorney's Office;
4. Notify the caller of the Departments intended response to their request.

Communications Center Telecommunicators may provide emergency first-aid instruction over the telephone, as needed. Telecommunicators are trained and certified in use of the Medical Priority Dispatch System, and have immediate access to the system's flip-card protocol manual.

Maps detailing the Department's service area are available to the Communications Center Telecommunicators.

The Department responds to activated security alarms in its service area. The alarm computer is maintained by an independent alarm system company contracted by individuals and businesses to provide the link between security alarm systems and the police departments serviced by the Communications Center. In the event of an alarm, the alarm company contacts the Communications Center as needed, and the Communications Center then dispatches, as the situation dictates.

Facilities and Equipment:

The Communications Center implements security measures to protect the Communications personnel and equipment located in the Center itself and also to protect remote tower sites utilized by the Center.

1. Entry into the Communications Center is gained through two secured doors. All windows in the Communications Center contain bullet resistant glass;
2. Power sources for the Communications Center are underground and the transmission lines are overhead in a fenced enclosure. Remote tower sites are fenced and the buildings are alarmed to warn of any possible intrusion;
3. The fuel source for running the back-up generator is located within the confines of the Communications Center property in a fenced secure area.

If normal electrical service is interrupted at the Communications Center the emergency generator is automatically activated and, following a brief line stabilization interval, emergency electric service should become available. Should the power be disrupted at one of the primary radio tower sites, backup battery power should start immediately. All systems are maintained on a regular schedule, the care and maintenance of these systems are outlined in the "Equipment Maintenance Plan" retained at the center.

The Communications Center also employs the use of uninterrupted power supply systems to operate the essential dispatching equipment until the emergency power generator system stabilizes and comes fully on line.

Visitors are authorized entry to the Communications Center by the Communications Administration, Board of Directors, or an on duty Communications Center Supervisor.

All radio operations are conducted in accordance with Federal Communications Commission procedures and requirements.

Portable and mobile two way radios are utilized by Department personnel.

The Communications Center maintains the NATIONAL LAW ENFORCEMENT COMMUNICATIONS channel, which allows access to various departments in the Four States area.